

IN THE SPECIFICATION:

At page 1 of the Specification, before line 2, please REPLACE the paragraph that was inserted by the Preliminary Amendment filed on September 26, 2003, with the following replacement paragraph:

RELATED APPLICATION

This United States Patent Application is a Continuation Application of United States Patent Application Serial No. ~~09/652,445~~ filed August 31, 2000 6,690,789 B1, which issued on February 10, 2004. —

Please replace the paragraph of specification at page 23 lines 3 - 12 that was replaced in the Preliminary Amendment filed on September 26, 2003, with the following replacement paragraph:

--Further details of the construction and operation of system 10 (and particularly, of the non-ACD agent system 24) are disclosed in ~~co-pending~~ U.S. Patent-~~Appl.~~ No. ~~09/652,345 filed August 31, 2000~~ 6,623,933, issued on September 23, 2003, entitled "Call Management Implemented Using Call Routing Engine," and ~~co-pending~~ U.S. Patent-~~Appl.~~ No. ~~9/652,335 filed August 31, 2000~~ 6,801,613, issued on October 5, 2004, entitled, "Associating Call Appearance With Data Associated With Call." Each of said ~~co-pending applications is being~~ patents was filed concurrently with the subject application and is assigned to the Assignee of the subject application. Each of said ~~co-pending applications is~~ patents are also hereby incorporated by reference, in its entirety, into the subject application. --